

What is claimed is:

1. In an information retrieval application, a method for detecting content holes, comprising:
 - 5 parsing a content body into a plurality of concept nodes, including a first concept node;
 - determining a percentage of successful service interactions as a function of concept node; and
 - 10 if the percentage of successful service interactions at the first concept node is below a predefined threshold, flagging a content hole.
2. An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing the method of claim 1.
- 15 3. In a defined information retrieval system, a method of charging for services, comprising:
 - determining a percentage of successful service interactions in a typical information retrieval system; and
 - 20 determining a percentage of successful service interactions for services provided in the defined information retrieval system; and
 - 25 billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system.
4. The method according to claim 3, wherein determining a percentage of successful service interactions for services provided in the defined information retrieval system includes:
 - parsing a content body into a plurality of concept nodes, including a first concept

node;

determining a percentage of successful service interactions as a function of each concept node; and

wherein billing as a function of the difference between the percentage of successful service interactions in a typical information retrieval system and the percentage of successful service interactions for services provided in the defined information retrieval system includes weighting successful interactions as a function of concept node.

5. An article comprising a computer readable medium having instructions thereon, wherein the instructions, when executed in a computer, create a system for executing the method of claim 3.

6. In an information retrieval application, a method for detecting content holes, comprising:

(a) parsing a content body into a plurality of concept nodes, including a first concept node;

(b) determining a percentage of successful service interactions (SSIs) as a function of the concept nodes;

(c) determining a percentage of queries as a function of the concept nodes;

(d) determining a percentage of documents as a function of concept node;

(e) computing a content hole score for the first concept node as a function of at least one of (b), (c), and (d); and

(f) flagging a content hole if the content hole is below a predefined threshold.

7. In a defined information retrieval system, a method of charging for services, comprising:

determining a number of successful service interactions in a typical information retrieval system over a period of time; and

billing as a function of the number of successful service interactions in a typical information retrieval system over a period of time.